

To: \_\_\_\_\_

Subject: Apple Valley USD Parent Portal Security Notice

Dear Apple Valley Unified School District Aeries Portal User:

Apple Valley Unified School District (the "District") is committed to protecting the confidentiality and security of our students' information and that of their parents. We are writing to address a recent incident that involved your data. This notice explains the incident, measures that have been taken, and some steps you can take in response.

**What Happened?**

Apple Valley USD uses the Aeries Student Information System to provide students and their parents with online access to information regarding school events and schedules. In late November 2019, Aeries learned that an unauthorized individual exploited a vulnerability in the Aeries software that would allow access to student and parent information. Upon discovery, Aeries began an investigation and law enforcement launched an investigation to identify the person responsible, who Aeries believes is now in police custody. On May 4, 2020, Aeries notified the District that this individual may have accessed data pertaining to over 160 school districts, including Apple Valley Unified School District.

**What Information Was Involved?**

The information accessed by the perpetrator potentially included parent and/or student name, home address, phone number, email address and hashed password -a form of rendering the actual password indecipherable to third parties – for the Aeries System.

**What You Can Do**

We wanted to let you know this happened and assure you we take it very seriously. Even though the password itself was not accessed, it is possible that an individual with enough time and skill could eventually decipher the password. Therefore, out of an abundance of caution, we recommend that you change your password. Additionally, if you use the same password for other online accounts, we recommend changing the password for those accounts as well.

**What We Are Doing**

We understand the importance of protecting the privacy and security of personal information, and we regret any inconvenience or concern this incident may cause. To help prevent something like this from happening again in the future, we installed the software patch that Aeries made available to remedy the vulnerability that allowed the unauthorized individual to access our Aeries system. In addition, we and Aeries are reviewing our existing policies and procedures to mitigate any risk associated with this incident and to better prevent future incidents.

**For More Information**

We apologize for any inconvenience this may cause you. If you have any questions, please call  
call 760-247-8001 X20611 or email [aeries-incident@avusd.org](mailto:aeries-incident@avusd.org)

Sincerely,

Apple Valley Unified School District